AMENDMENTS TO THE CLAIMS

Claims 4-15 are withdrawn in response to the outstanding restriction requirement.

1. (Original) A method of reporting data related to an event comprising the steps of:

matching data elements from multiple systems, wherein each of said multiple systems has a unique identifier;

categorizing said matched data elements to create standard tables that contain information to be used to monitor and measure provided integrated services; and

generating a report from said standard tables.

2. (Original) A method of reporting data related to information technology services, comprising the steps of:

categorizing incidents reported to a service desk;

using a bridge to map data related to said categorized incidents and financial information;

utilizing said mapped data to further categorize and resolve said incidents;

generating reports based on data related to said categorized and/or resolved incidents; and

integrating said reports into continuous improvement programs.

3. (Original) The method of reporting data of claim 2, wherein said reports provide information associated with the costs of fixing a problem related to at least a subset of said reported incidents.

4. (Withdrawn) A method of reporting comprising the steps of:

collecting data from at least one application residing at a transactions level;

extracting and performing calculations on said collected data;

depositing the results of said extracting and performing calculations into a data pool; and

presenting information in said data pool to consumers by utilizing at least one component residing at a business information level;

wherein said collecting data and said extracting and performing calculations reside at an extraction, transformation and load level.

5. (Withdrawn) The method of reporting of claim 4, wherein said collecting data and said extracting and performing calculations is performed on a real time basis.

6. (Withdrawn) The method of reporting of claim 4, wherein said collecting data and said extracting and performing calculations is performed on a near real time basis.

7. (Withdrawn) The method of reporting of claim 4, wherein said collecting data and said extracting and performing calculations is performed on a daily basis.

8. (Withdrawn) The method of reporting of claim 4, wherein said at least one component is a dashboard.

9. (Withdrawn) The method of reporting of claim 4, wherein said presenting information in said data pool to consumers comprises presenting information in said data pool to at least one of external consumers, internal consumers of business activity reports, or operational line management teams.

10. (Withdrawn) A method of assigning target objectives comprising the steps of:

loading raw data into at least one of data warehouse or operational data store;

applying standard performance calculations on said raw data residing in said at least one of data warehouse or operational data store and storing results of said standard performance calculations; and

applying business rules to said stored results in order to assign said target objectives.

11. (Withdrawn) The method of assigning target objectives of claim 10, wherein said applying standard performance calculations is performed on a real time basis.

12. (Withdrawn) The method of assigning target objectives of claim 10, wherein said applying standard performance calculations is performed on a near real time basis.

13. (Withdrawn) The method of assigning target objectives of claim 10, wherein said applying standard performance calculations is performed on a daily basis.

14. (Withdrawn) The method of assigning target objectives of claim 10, wherein said target objectives are based on a statement of work.

15. (Withdrawn) The method of assigning target objectives of claim 10, wherein said loading raw data utilizes data denormalization and optimization.